



JOB OPPORTUNITY BULLETIN

CLASSIFICATION: Information Technology Associate

(Will consider Information Technology Technician)

TENURE: Permanent

TIME BASE: Full Time

SALARY: ITA: \$3,877 - \$6,868

ITT: \$3,248 - \$5,195

LOCATION: Information Technology Services Branch, Administrative Division

FINAL FILING DATE: Until Filled

DUTIES/RESPONSIBILITIES: Under the general supervision of the Customer Support Unit Supervisor, the Information Technology Associate supports local and remote web conferencing environments for the California Energy Commission (CEC). The Information Technology Associate has working knowledge of planning and supporting local and remote web conferencing and collaboration meeting environments and equipment, (This may include WebEx, GoToMeeting, Skype, etc.).

The Information Technology Associate has working knowledge of a Windows enterprise environment and can support the CEC's hardware and software including desktops, laptops, iPhones, iPads, printers and related peripherals and infrastructure.

DESIRABLE EXPERIENCE/QUALIFICATIONS: The successful applicant should have:

- Experience planning and coordinating web conferencing meetings in and around the state of California
- Assist/host web conferencing meetings. Resolve IT, AV and web conferencing issues which may include working with outside vendors
- Ability to troubleshoot the most complex information technology systems and/or teleprocessing network/systems
- A strong history of successful user service/support with a passion to meet the changing needs of external and internal users
- Excellent verbal and written communication skills including IT documentation
- Experience developing and maintaining process and procedure documentation related to Help Desk operations
- Professional and organizational skills while handling daily work, IT emergencies, and still honor project deadlines
- Ability to act as a subject matter expert and facilitate the transfer of knowledge of technical information to other IT professionals
- Advanced knowledge of Microsoft Windows 10, Microsoft Office products and general knowledge of networking, Active Directory and backend server operations
- Successfully utilized and maintained a Help Desk IT Service Management or ticketing system

WHO MAY APPLY: Eligible candidates who are current state employees with status in the above classification, lateral transfers from an equivalent class who meet the minimum qualifications of this classification, former state employees who can reinstate into this class or persons who are reachable on a current employment list for this classification. Appointment is subject to the provisions of the SROA process: SROA/SURPLUS/REEMPLOYMENT candidates are encouraged to apply and must attach a copy of their status letter to be considered. Applications will be screened and the most qualified may be contacted for an interview.

Interested applicants must submit a completed Standard State Application (Form STD. 678) with an original signature to the contact/address listed below. **You must clearly indicate the basis of your eligibility (i.e., list, transfer, SROA/Surplus, reinstatement, etc.), RPA#210-295 and Position #535-210-1402-007 in the "Explanation Section" of the STD 678.** Applications will be screened for experience and only the most qualified will be contacted for an interview. Electronic applications will be accepted.

View full duty statement at: <https://www.energy.ca.gov/careers/jobs.php>

Note: Possession of the minimum qualifications will be verified prior to the interview and/or appointment. If it is determined that an applicant does not meet the minimum qualifications, the application may be forwarded to the State Personnel Board for review and the applicant's name may be removed from the eligibility list.

SUBMIT APPLICATIONS TO:

Personnel Services Office
Attn: RPA #210-295
1516 9th Street, MS-3
Sacramento, CA 95814

California Relay (Telephone) Service for
the Deaf or Hearing-Impaired
From hTDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922

For additional questions regarding this recruitment, you may contact (916) 654-4309 or email personnelservices@energy.ca.gov

JOB OPPORTUNITY BULLETIN GUIDELINES

The Job Opportunity Bulletin must be completed in the order of statements. Below is an explanation of each statement and whether or not it is optional or required.

CLASSIFICATION [REQUIRED]. Provide the full, civil service title of the position, spelling out the parenthetical if applicable (e.g., Associate Energy Specialist (Forecasting)).

TENURE [REQUIRED]. Provide either: Permanent, Limited-Term (include number of months) or Temporary (include number of months).

TENURE MAY BECOME PERMANENT IF THE CIRCUMSTANCES WHICH NECESSITATED THAT THE POSITION BE FILLED ON A LIMITED-TERM BASIS CHANGE AT A LATER DATE [OPTIONAL]. When circumstances necessitate a limited-term appointment, the originating unit may include this statement. However, please discuss the circumstances with your Personnel Analyst before including it on the J.O.B.

TIME BASE [REQUIRED]. Provide either: Full-time, Part-time (include fraction) or Intermittent (include number of anticipated monthly hours).

Will consider appointments less than full time [OPTIONAL]. If the originating unit will consider appointments to a time base less than the position's time base, this statement should be included on the JOB.

SALARY [REQUIRED]. Provide the salary range. Provide each range if there is more than one.

LOCATION [REQUIRED]. Provide only the office name and/or division name, and Sacramento, California.

FINAL FILING DATE [REQUIRED]. Leave blank. The final filing date will be determined by the Personnel Analyst.

DUTIES/RESPONSIBILITIES [REQUIRED]. Briefly describe the primary duties of the position (from the duty statement).

DESIRABLE EXPERIENCE/QUALIFICATIONS [REQUIRED]. Begin this section of the JOB with "The successful applicant should have," and briefly list the desirable, but not required, qualifications.

WHO MAY APPLY [REQUIRED]. Use the language provided. Also if the position is a Bargaining Unit 2 or Bargaining Unit 9 classification, add "This position is subject to the "Super SROA" provisions of the State Restriction of Appointment (SROA) process."

Training & Development Assignments may be considered [OPTIONAL]. If the originating unit wishes to consider Training and Development assignments, this statement must be added to the JOB.

Miscellaneous statements here [OPTIONAL]. Statement(s) which are not appropriate to put under the other headings on the JOB may be included here. For example, "A typing test will be given as part of the interview."

INTERESTED APPLICANTS SHOULD SUBMIT A COMPLETED STANDARD STATE APPLICATION (FORM STD. 678) TO [REQUIRED]. Use the language provided. Insert the contact person's name, mailing address, and public and calnet phone numbers.